



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ELDER RIGHTS ADVOCATE II	33	B	12.347
ELDER RIGHTS ADVOCATE I	32	B	12.348

SERIES CONCEPT

Elder Rights Advocates provide assistance and advocacy to protect and enhance the health, safety, welfare and rights of persons aged sixty years and older; uphold the rights of the elderly under federal regulations and State laws including preventing abuse, neglect, exploitation and isolation; assist clients and their caregivers with life planning decisions and in attaining or maintaining the highest possible level of independent living; respond to complaints, problems and issues as the client's advocate; provide information and referrals to agencies whose services will support clients' physical, emotional, social and economic well-being; locate and coordinate a network of referral services and resources for financial, health care, housing, in-home care, long-term care, legal, transportation and other service needs of the elderly.

Receive and respond to walk-in, telephone and e-mail inquiries and complaints; complete intake forms and enter into the computer; respond to complaints by evaluating and assessing client needs; refer clients to appropriate services; complete records on client transactions to include statements, pertinent data and final disposition.

Develop and maintain referral sources; identify gaps in services; conduct surveys to gather information; determine appropriate services; conduct outreach to locate resources, provide information regarding services and solicit needed services and resources; maintain resource files to include video and written materials; collaborate with other agencies to coordinate the delivery of services.

Provide information to clients, caregivers, providers and other agencies; research, develop, update and conduct public presentations based on requests for information; provide Elder Rights information through television, radio and the newspaper; provide technical information and assistance to other agency personnel regarding current resources to meet client needs.

Conduct on-site visits to group residential care facilities; obtain information and ask questions regarding complaints; evaluate compliance with the laws and regulations governing group homes; advise residents of available services; explain the provision and application of federal and State guidelines to protect residents' rights; verify providers' training and credentials; ensure proper storage and security of medications; interview residents and evaluate quality of care, food and access to services; analyze information gathered, discuss findings with the appropriate parties, and make recommendations to the group home; refer unresolved complaints or serious issues to the appropriate agency.

Assist in developing policies, processes and forms; review proposed regulations and legislation to determine the impact on elders; participate on committees, special task forces or community groups as assigned.

Perform related duties as assigned.

CLASS CONCEPTS

Elder Rights Advocate II: Incumbents investigate complaints at long-term health care facilities where skilled nursing care is typically provided, to include allegations of abuse, neglect, exploitation and isolation of elderly residents. Incumbents review records and interview complainants, residents, witnesses, employees, State and local agencies to obtain information; develop leads and facts pertaining to cases to determine if a violation or criminal intent exists; document findings and refer cases to the appropriate authorities. In addition, incumbents provide information to facility staff, co-workers, other agencies, residents, residents' families and caregivers regarding abuse, neglect, exploitation and isolation of the elderly and other related issues. This is the advanced journey level in the series.

Elder Rights Advocate I: Under general direction, incumbents perform the full range of duties described in the series concept; provide assistance to persons aged sixty years and older residing in group residential care facilities and in the community throughout Nevada to improve their quality of life, health, safety and welfare.

Work at this level is characterized by problem-solving and identifying resources in the community to assist the elderly. This is the journey level of the series.

MINIMUM QUALIFICATIONS

SPECIAL NOTES AND REQUIREMENTS:

- * Some positions require a valid driver's license as a condition of employment and will be identified at the time of recruitment.
- * Candidates must submit to background checks prior to appointment and fingerprinting upon appointment.
- * Incumbents may be required to work weekends and after normal working hours.

ELDER RIGHTS ADVOCATE II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, psychology, sociology or related social science or human services field, and one year of experience working with the elderly investigating, mediating, negotiating and resolving complaints which required the application of regulations, laws, policies and procedures in making determinations and preparing detailed reports; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: needs of the elderly and the aging process; elder rights; regulations governing residential facilities; State laws regarding crimes against the elderly; investigative techniques; public and private welfare and social programs. **Ability to:** identify abuse, neglect, exploitation and other adverse circumstances that affect the elderly; convey and document accurate and precise information; review and analyze information received from complainants, residents, witnesses and others; ascertain factual information; apply federal regulations, State laws, and agency policies and procedures to determine compliance; write reports and make referrals to other agencies, the courts, law enforcement and other legal entities; work independently and as part of a team; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: federal regulations and State laws pertaining to elder rights; State regulations governing long-term care facilities; investigative principles and practices; interaction of agency programs; community resources available to augment the quality of life of elders in residential facilities.

MINIMUM QUALIFICATIONS (cont'd)

ELDER RIGHTS ADVOCATE II (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

General knowledge of: rules of evidence and preservation techniques. **Ability to:** explain program rules and regulations; review and analyze complaints and concerns of elderly residents; analyze and apply pertinent laws and regulations; mediate between various parties related to conflict with elderly residents; negotiate settlements on behalf of residents; assess and respond appropriately to sensitive circumstances; research, obtain records, and prepare documentation which may be used in a court of law; testify in court.

ELDER RIGHTS ADVOCATE I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience that included eliciting information, identifying service needs, researching and resolving complaints, writing business correspondence, and public speaking; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: human aging process; interviewing and research techniques; community resources; professional standards related to confidentiality; mediation and negotiation techniques. **Ability to:** elicit information, analyze facts, and evaluate information; develop and maintain community resources; speak in public to a diverse group of individuals regarding elder rights; write concise, logical and grammatically correct reports and correspondence; understand the dynamics of various social, cultural and economic groups; deal appropriately with individuals who may be upset, irate, and uncooperative; organize and prioritize work; operate a computer sufficient to store, access and retrieve data; work independently with minimal supervision.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: State laws related to aging services including elder abuse; community resources available to augment the quality of life of the elderly. **Ability to:** read and understand program related materials; mediate, negotiate, and resolve complaints; represent the agency at community events; identify systemic service gaps and develop community resources; facilitate system processes such as appeals, Social Security, Medicare and Medicaid; work collaboratively and cooperatively with outside human services agencies, government officials, law enforcement, court services, and professionals in the community; identify client needs and community resources available to the elderly; make referrals to appropriate agencies and services; develop and present training programs designed to inform service providers, private and public agencies, and the public; identify signs and symptoms of abuse, neglect and exploitation; gather and analyze data and prepare reports; conduct surveys; complete required forms and documents; determine violations of regulatory guidelines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.347

12.348

ESTABLISHED: 7/1/03P
10/14/02PC

7/1/03P
10/14/02PC